



# GUESTS FIRST

Customer Service Training Program

## **Certified Guest Service Professionals - 2015**

- Adam Wright - Red Coconut RV Park
- Alice Nye – Visitor & Convention Bureau Ambassador
- Alicia Lotz - Gasparilla Inn & Club
- Alicia Wiley - Pink Shell Beach Resort
- Alisha Velasco - Homewood Suites Fort Myers Airport
- Allie Lake - Resort Sports Inc.
- Alyssa Tompson - Homewood Suites by Hilton
- Amelia Esposito-Brown - City of Sanibel Recreation Dept
- Amin Faridi - 'Tween Waters
- Andrea Weidemeyer - Homewood Suites
- Andrew Payne - Lee County Parks & Recreation
- Andy Clavadetscher
- Angie Millican – Homewood Suites
- Anna Grubb - JN Ding Darling National Wildlife Refuge
- Anna Stone – Lee County Visitor & Convention Bureau
- Anthony Santana - Gull Wing Beach Resort
- Armand DiPietro - Collier County CVB
- Ashley Gibbons - Edison & Ford Winter Estates
- Ashley Laureano - Pink Shell Beach Resort
- Ashley Davis Best - Western Waterfront
- Autumn Hoffmann - Royal Shell Vacations
- Bailey Tilton - Coconut Point Mall
- Barbara DiMaria - Coconut Point Mall
- Barbara Hughes - Visitor & Convention Bureau Ambassador
- Berta Maldonado - Lee County Visitor & Convention Bureau
- Beth Stark - City of Fort Myers Government
- Betty Smith - Visitor & Convention Bureau Ambassador
- Bridget Toler – ‘Tween Waters Inn
- Brittany Hill – Outrigger Beach Resort
- Bruce Monroe - Keiser University
- Bruce Nesbitt - Lee County Port Authority
- Caitlyn Baughman - Lee County Visitor & Convention Bureau Intern
- Cantrella Canady - Pink Shell Beach Resort
- Carrie Alexander - JN Ding Darling National Wildlife Refuge
- Cayla Collins - Resort Sports, Inc.
- Cheryl Karwowski - Lee County Library System
- Cheryl Dierken - Babcock Wilderness Adventures
- Christopher Valenciano - Pink Shell Beach Resort
- Clare Harris - Billy's Rentals
- Corinne Cramsey - Edison & Ford Winter Estates
- Cyndi Hessling – RAL Resorts
- Dana DeSousa - JN Ding Darling National Wildlife Refuge
- Dana Raco – City of Sanibel
- Danielle Olds – Candlewood Suites
- David Irwin - Sundial Beach Resort
- David Rashty - Pink Shell Beach Resort
- Dawn Lyons - Lee County Parks & Recreation
- Deborah Bowers - Edison & Ford Winter Estates
- Debra Barr - Lee County Port Authority
- Denise Corey - VIP Realty.com
- Denise Obidzinski - Pink Shell Beach Resort
- Diane Roberts - Visitor & Convention Bureau Ambassador
- Donald Huber - Visitor & Convention Bureau Ambassador
- Dony Lubig - Pink Shell Beach Resort
- Doug Babcock - Sanibel Captiva Beach Resorts
- Ed Frost - Visitor & Convention Bureau Ambassador
- Elise Waite - JN Ding Darling National Wildlife Refuge
- Elizabeth Arnold - Lee County Economic Development
- Eric Faust - GullWing Beach Resort
- Erick Castro - Keiser University
- Erika Hilliard - Greater Fort Myers Chamber of Commerce
- Eryn Cope – Lee County Parks & Recreation
- Estefania Toscano - Greater Fort Myers Chamber of Commerce
- Fran Belasco - Lee County Visitor & Convention Bureau
- Frederick Yakle – Drip Castle Management, LLC
- Gail Chaipel - Visitor & Convention Bureau Ambassador
- George Cardenas – Pink Shell Beach Resort
- Gisele Keuler - Visitor & Convention Bureau Ambassador
- Gretchen Falk - Bailey Matthews National Shell Museum
- Heide Frost - Visitor & Convention Bureau Ambassador
- Jamie Stevenson - Bonita Bay Club
- Jason Glasscock - Lee County Visitor & Convention Bureau
- Jeanine Carriero - Royal Shell Vacations
- Jessica Gamrat - The Westin Cape Coral
- Jill Good - City of Fort Myers Yacht Basin
- Dr. Jim Berger – Mystic Weddings
- Joanna Auciello - Pink Shell Beach Resort
- Jodi Didone - Pink Shell Beach Resort
- John Rhyan Shaw - RAL Resort Property Management, Inc.
- Jon Schofield - Windward Passage Resort
- Joshua Lambert - Florida Gulf Coast University
- Jovina Huber - Lee County Visitor & Convention Bureau
- Joyce McKnight - Island Towers Resort
- Judi Durant - Lee County Visitor & Convention Bureau
- Judy Coleman - Tripower Vacation Rentals
- Kallin Horne - Sundial Beach Resort & Spa
- Kami Sutton - Royal Shell Vacations
- Karen Ruder - Visitor & Convention Bureau Ambassador
- Karin Rodriguez - Homewood Suites
- Kate Biche - Marker 4 Restaurant
- Katja Kunz - Pink Shell Beach Resort
- Katrina Hernandez - RAL Resort Property Management, Inc.
- Kelli Flynn - Windward Passage Resort
- Kenna Buldak - Visitor & Convention Bureau Ambassador
- Kerry Frieztsche - Tripower Vacation Rentals
- Khandyce Mosely - Lee County Visitor & Convention Bureau
- Kim Hawxhurst – Lani Kai Island Resort
- Kristina Weddington – ‘Tween Waters Inn
- Kyle Carper - Hampton Inn & Suites
- Kyle Donnar - City of Sanibel Recreation Dept
- Leslie Allen - Pink Shell Beach Resort
- Lisa Ewing - Lee County Library System
- Lisa Weaver - Lee County Parks & Rec
- Lisette Quintero - Barbara B Mann
- Liz Linares - Lee County Visitor & Convention Bureau
- Lori Waddell - Greater Naples Chamber
- Magdelaina Hagar - RAL Resort Property Management, Inc.
- Marcela Doyle – Lee County Port Authority
- Maredith Rizzo – Pink Shell Beach Resort
- Maria Cabrera - The Westin Cape Coral
- Maria McKenna - Sundial Beach Resort
- Marina Bloetz - Sundial Beach Resort
- Melissa Coon - Lee County Parks & Recreation
- Michael Zachmann – Pink Shell Beach Resort
- Michelle Duran - SunStream Hotels and Resorts



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## **Certified Guest Service Professionals - 2015**

- Michelle Rodgers - Lee County Emergency Management
- Michelle Davis - Pink Shell Beach Resort
- Mike Mulligan - Bonita Bay Club
- Moira Larkin - Florida Gulf Coast University
- Molly Leach - Pink Shell Beach Resort
- Nancy Burkhalter - Bonita Bay Club
- Neil Curiel - Lee County Visito & Convention Bureau
- Nicole Reig - Greater Fort Myers Chamber of Commerce
- Nikki Johnson – Pink Shell Beach Resort
- Patricia Downey – Mystic Weddings
- Patricia Rice - Lee County BOCC - Lee Tran
- Paula Scheb - Bonita Bay Club
- Peggy Scarpati - Pink Shell Beach Resort
- Pilar Holmgren - Bailey Matthews National Shell Museum
- Rachel Rainbolt – Clinic for the Rehabilitation of Wildlife
- Robert Lindner - Visitor & Convention Bureau Ambassador
- Robin Rosario - Pure Florida
- Roe Siriwardena
- Rosa Quiles - Royal Shell Vacations
- Sandy Trammel - RAL Resort Property Management, Inc.
- Scott Getman - Lee County Parks & Recreation
- Scott Safford – Sea Gypsy Inn
- Sean Corey - Lee County Visitor & Convention Bureau
- Shannon Pool – Pink Shell Beach Resort
- Sharon Jaworski - Pink Shell Beach Resort
- Sharon Smith – Lee County Supervisor of Elections Office
- Shelley Mason - City of Fort Myers
- Sherry Jabara - The Westin Cape Coral
- Sheryl Stanley - South Seas Island Resort
- Staci Noto - Bell Tower Shops
- Stacy Hernandez - RAL Resort Property Management, Inc.
- Stephanie O'Connor - Pink Shell Beach Resort
- Sue Shields - Bonita Bay Club
- Susan Warren - The Westin Cape Coral
- Susan Tutko - Edison & Ford Winter Estates
- Suzanne Smith – Lani Kai Island Resort
- Tamara Duran – SunSplash Family Water Park
- Tamara Pigott - Lee County Visitor & Convention Bureau
- Tina Stanley - City of Sanibel
- Travis Gayle - South Seas Island Resort
- Trista Brim - Crowne Plaza
- Valerie Lindner - Visitor & Convention Bureau Ambassador
- Vanessa Flynt - Billy's Rentals
- Veronica Huber - Visitor & Convention Bureau Ambassador
- Vicki Yakle - Drip Castle Management, LLC
- William Dukes - Homewood Suites